

**REQUEST FOR PROPOSAL
STUDENT BOOKSTORE SERVICES
FORMAL BID - PROJECT #22-007**

Cover Page

CONTACT INFORMATION

RFP #22-007
Student Bookstore Services

By

Solano Community College District

ADDRESS ALL PROPOSALS TO:

RFP 22-007 Student Bookstore Services
Solano Community College District
Susan Wheat, VP of Finance and Administration
Finance and Administration, Building 600
4000 Suisun Valley Road
Fairfield, CA 94534

Susan.Wheat@solano.edu

Phone: 707-864-7209

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INTRODUCTION

The Solano Community College District (SCC) is inviting interested college bookstore operators to submit their proposals to operate the Student Bookstore for Solano Community College District, located on the Fairfield campus, 4000 Suisun Valley Road in Fairfield, CA for a three (3) year period from of July 1, 2022 through June 30, 2025, with the ability to extend annually for two additional years. Continuing renewal and cancellation terms shall be negotiated with the successful proposer.

Background

Solano College is a two-year higher education institution and is one of 116 colleges in the California Community College system. More than 7,000 full and part-time students are enrolled in day and evening classes each semester. The regular academic calendar runs approximately from the third week in August through the end of May. Summer school classes are offered Monday to Thursday and run from early June through the first week in August. Student Bookstore services are also provided for the summer sessions. There are no residence halls on campus. The college employs 300 full-time faculty and staff and 270 part-time employees.

The District will consider bookstore renovations which will improve service and/or make the operation more efficient. Renovations may be minor and/or cosmetic in nature or more significant. The proposals should specify the level of financial responsibility proposers are willing to commit towards any renovations.

The District's intent is to provide quality bookstore services to students. It should be understood that as an educational institution, the District feels its bookstore services should contribute to its educational objectives.

The District expects proposers to present a complete program for the management of its bookstore service and to include verifiable examples of successful programs. In addition to the services provided, proposals should include a COVID-19 quality assurance program, promotional programs and décor ideas all in sufficient detail to allow the District to evaluate the intended operation from the standpoint of quality and service.

The District expects the Student Bookstore Provider to begin full operations beginning July 1, 2022 for the start of Fall Semester which begins August 15, 2022.

INSTRUCTIONS TO PROPOSERS

No proposals shall receive consideration by the Solano Community College District (hereinafter "District") unless made in accordance with the following instructions:

1. Deadline for Receipt of Proposal: Proposals must be received by the Vice President, Finance and Administration, Administration Building, Solano Community College District, 4000 Suisun Valley Road, Suisun, CA 94534 **no later than 2:00 pm on February 9, 2022**. Proposals must be in an envelope marked "RFP 22-007 Student Bookstore Services".

Respondents shall submit one (1) paper copy and one (1) copy in digital format (e.g., CD, DVD, flash drive, etc.).

- a. The paper copy must contain the original signature of the individual(s) authorized to bind the Respondent contractually and be labeled "Master Copy."
- b. The Respondent must ensure the digital copy is complete and inclusive of all materials contained in the paper copy, including any required signatures. If there is an inconsistency between the paper and digital copies, the paper copy will take precedence.
- c. The sealed proposal envelopes must be marked legibly with the RFP number and title, and the District name and address, as shown in the following example:

RFP 22-007 Student Bookstore Services
Solano Community College District
Susan Wheet, VP of Finance and Administration
Finance and Administration, Building 600
4000 Suisun Valley Road
Fairfield, CA 94534

No telephone, email, or fax proposals will be considered.

It is each bidder's sole responsibility to ensure its bid is delivered timely and received at the location designated as specified. The District will not be responsible for errors in delivery under any circumstance. Any bid received at the designated location after the scheduled closing time for receipt of bids shall be returned to the bidder unopened.

Pre-Proposal Conference: A **mandatory** pre-proposal zoom meeting will be held on January 24, 2022 at 10:00 a.m. by Zoom at

<https://zoom.us/j/96721153723?pwd=TEozQUdEbnZzbzlyVWFqTk9aQ2tkdz09>

The purpose of this meeting is to answer questions and familiarize all prospective proposers with the proposal requirements. Representation shall be limited to two (2) individuals from each firm. Due to the importance of all proposers having a clear understanding of the terms and conditions of this solicitation, **ATTENDANCE IS MANDATORY**. Proposals will only be

accepted from those proposers who are represented at the pre-proposal meeting. Attendance at the meeting will be noted by the representative's name as presented in the Zoom meeting.

2. Requests for Information: Any questions relative to the proposal should be directed to the Vice President of Finance and Administration, Susan Wheel, via email at susan.wheel@solano.edu no later than **2:00 p.m. on, Friday, January 21st, 2021**
3. Proposal Forms: Proposal must be submitted in the format shown in "Form of Proposal." Proposals in any other form will be considered informal and will be rejected. Conditional proposals will be not considered. Proposals should be clear and, if appropriate, properly indexed. Numbers should be stated in figures, typewritten, and the signatures of all individuals must be in long hand or digitally verified. The completed forms should be without alterations, or erasures. Proposals must be submitted with the proposer company's name and with authorized signature(s) in envelopes, clearly marked with the title (RFP 22-007 Student Bookstore Services) and closing date.
4. Execution of Forms: Each proposal must give the full business address of the proposer and must be signed by the proposer with his or her usual signature. Proposals by partnerships must furnish the full names of all partners and must be signed in the partnership name by a general partner with authority to bind the partnership in such matters. Proposals by corporations must be signed with the legal name of the corporation, followed by the signature and designation of the president, secretary or other person authorized to bind the corporation in this matter. The name of each person signing shall also be typed or printed below the signature. When requested by the District, satisfactory evidence of the authority of the officer signing on behalf of the corporation shall be furnished. A proposer's failure to properly sign required forms might result in rejection of the proposal.
5. Withdrawal of Proposals: Proposals may be withdrawn by the proposers to the time fixed for the opening of proposals but may not be withdrawn for a period of forty-five (45) days after the opening of proposals. A successful proposer shall not be relieved of the proposal submitted without the District's consent.
6. Addenda or Bulletins: Any addenda or bulletins issued during the proposal process shall form part of the specifications issued to proposers for the preparation of their proposals and shall constitute part of the Contract Documents.
7. Site Visit and Oral Presentation: District staff and students may visit sites of the proposer's current and previous bookstore sites. Proposers will be given at least twenty-four (24) hours notice of the visit. The proposers may be requested to give an oral presentation to the District staff and students at the site visit.
8. Basis of Award: Each proposer shall submit, as part of their proposal, complete specifications and detailed descriptions of the services and items they propose to supply under this contract. The District's decision as to the award of the contract will be based on the specific actions and qualifications of the proposer. Award shall be made to the responsible proposer whose proposal is determined to be the most advantageous to the District based on the evaluation factors set forth in the solicitation.
9. Award of Contract: The contract will be awarded within sixty (60) calendar days after opening proposals to the most responsive proposer subject to the approval of the

Governing Board. The time for awarding the Contract may be extended by the District with the consent of the most responsive proposer.

10. Execution of Contract: The successful proposer shall, within ten (10) calendar days of notice of award of the contract, sign and deliver to the District the executed contract along with the certificates of insurance required by the Contract Documents. In the event the proposer to whom an award is made fails or refuses to execute within ten (10) calendar days from the date of receiving notification that the contract has been awarded to the proposer, the District may award the work to the next most responsive proposer or may reject all proposals and call for new proposals. The contract and other documents are subject to the approval of the District and its legal counsel.

SCHEDULE OF KEY EVENTS

1. Issue of Request for Proposal January 5, 2022
2. Requests for Information/Questions DueJanuary 21, 2022, 2:00 p.m.
3. Mandatory pre-bid zoom meetingJanuary 24, 2022, 10:00 a.m.
4. Bids must be received by..... 2:00 pm, February 9, 2022
5. Bids will be opened..... 2:01 pm, February 9, 2022
6. Proposal evaluation completed and short-list interviews.. no later than February 28, 2022
7. Recommendation for Board approval March 16, 2022
8. Notification of Award..... March 17, 2022
9. Commencement of bookstore services.....July 1, 2022

PROPOSER QUALIFICATIONS

Proposals are being solicited from firms that are in the business of providing bookstore services as listed in this Request for Proposal. Proposals shall include, at a minimum, the following information. Failure to include these items will be considered non-responsive.

1. Evidence of the successful operation of bookstore services and provide a listing of those services currently operated in the United States with the names, addresses and telephone numbers of responsible institutional representatives.
2. Complete statement illustrating organization, financial resources, and other resources sufficient to provide necessary backing to recruit personnel, establish and operate a student bookstore in the magnitude described in these specifications.

Please note: The district will consider a proposal from a small, independent bookstore owner as long as the above qualifications are met.

EVALUATION CRITERIA

Proposals will be evaluated on the following criteria:

Book costs

1. The District desires to evaluate the Proposer' textbook pricing. To assist this evaluation please provide the following:
 - a. The standard markup used by the Proposer that is added to the Proposer's cost and/or to the publisher's wholesale price
 - b. The Proposer's efforts to negotiate price with publishers
 - c. Links to three existing bookstores operated by the Proposer as a resource for the District to evaluate current textbook pricing

Student/Staff Satisfaction Methods

1. Formalized methods of evaluating student/staff satisfaction on a continuing basis.
2. Use of regularized procedures to consider student/staff input in daily operations.

Management Capabilities and Other Services

1. Demonstrated success in existing bookstore services.
2. Use of promotional techniques to encourage student/staff interest and patronage of bookstore services.
3. Demonstrated ability to provide continuing quality service.
4. Ability to include lockers for online order pick-ups
5. Ability to provide a possible café

Company Qualifications, Management Personnel, Financial Stability

1. Evaluation by current and former clients in terms of program evaluation and qualifications
2. Credentials and background of unit management personnel and regional managers.
3. Available services of personnel trained in bookstore services
4. Evaluation of company's financial position and stability.
5. Demonstrated effectiveness in hiring a diverse staff.

Financial Proposal

1. Evaluation of any proposed contribution from the bookstore provider to the District, and any expected financial support from the District.
2. Comprehensive evaluation of financial terms and conditions.
3. Ability to make and finance realistic renovations or other improvements to the existing bookstore area in addition to providing solid management and quality service at competitive prices.

FORM OF PROPOSAL

Your proposal should include the following information in the order specified. If the proposer fails to provide any of the following information, the District may, at its sole option, ask the proposer to provide the necessary information, evaluate the proposal without the missing information or consider the proposal to be non-responsive.

1. Complete the Proposal Certification on Page 12 of this RFP packet.
2. Proposers must provide a full financial proposal that defines the benefits and burdens for the District and students.
3. Provide information concerning typical services you intend to propose for students.
4. Explain your company's proposal for determining the level of customer satisfaction and securing customer input. Be as specific as possible, citing successful programs at other institutions.
5. Outline your marketing and advertising plans and describe how it is tailored to the District's students, faculty and staff. Include samples of promotional material.
6. List of accounts (company names, key personnel, addresses and phone numbers) where the proposer is providing bookstore services similar to the one being proposed for the District. Please indicate the number of years at each location.
7. An organization chart showing the proposer's management team for handling District bookstore services, including identification of key personnel. Submit job descriptions for any proposed manager and other staff members.
8. How do you schedule breaks and lunches to assure adequate staffing during peak hours and compliance with Federal and State labor laws?
9. The company's diversity, equity, and inclusion policy and a report or other document demonstrating success in hiring a diverse staff that represents the community being served.
10. Submit your most recent independent audit report and/or other evidence of financial stability.
11. Describe your firm's proposal for improvements and renovations of the existing bookstore area, any financial contribution to this effort your firm will make, and any District contribution or efforts toward those renovations.

SCOPE OF WORK AND SERVICES

1. STAFFING REQUIREMENTS; FINANCIAL AGREEMENTS; HOURS OF OPERATION

- A. If proposing to operate a physical bookstore, the Proposer shall provide appropriate staff for the administration and operation of the Student Bookstore for Solano Community College District, ("District"). All staff will be employees of the Proposer. The College shall provide input in the selection of the all staff selected by the Proposer. All staff of the proposer shall remain under the direction and supervision of the Proposer.
- B. If proposing online bookstore services, the proposal should include a plan for optional on campus operations, including lockers, college promotional items, etc.
- C. Proposer shall be responsible for the evaluation of staff performance. College shall participate in the evaluation of the provider's staff in the development and operation of the Bookstore.
- D. Daily operational hours of the Bookstore maintained for each day the college is open for business. The proposal should include planned hours of operation.

If additional Bookstore hours are requested and approved in writing by the District, the District will reimburse the Proposer for actual costs. Proposer will not be required to provide staffing coverage for illness or other leave. However, Proposer will make its best efforts to provide sufficient staff to maintain operations.

2. SPACE, SUPPLIES, SUPPORT SERVICE, EQUIPMENT

- A. The District will provide suitable space, adequate lighting, telephone service, and furnishings and equipment to the Proposer's program staff. The District Bookstore is located on the Fairfield Campus in the Student Center, which also includes the Cafeteria, Student Health Services, and Student Services.
- B. The District will provide furniture and equipment for the Bookstore. All furniture and equipment provided by the District shall remain the property of the District. Do we provide custodial, campus safety, free parking to employees?
- C. The District will provide campus security, and free parking to the Proposer's employees.
- D. The Proposer will be responsible for the custodial needs of the Bookstore.
- E. The Proposer will provide all operational equipment and supplies.

PROPOSAL CERTIFICATION

The undersigned certifies that our firm (check one) _____ IS or _____ IS NOT currently debarred, suspended or proposed for debarment by any federal or state entity. The undersigned agrees to notify the Solano Community College District of any change in this status, should one occur, until such time as an award has been made under this solicitation action.

In compliance with the Request for Proposals for Student Bookstore Services and after carefully reviewing all the terms, conditions and requirements contained therein, the undersigned agrees to furnish such services in accordance with the specification/scope of work.

(Firm name)

(Street address)

(City, state, zip)

(Phone number)

(Fax number)

(E-mail address)

(FED ID #)

BY:

Signature

Name & Title

Date

Attachment 1: Floorplan of the Current Bookstore

